

# The Florida LINK

The Newsletter of  
Florida Telecommunications Relay, Inc.  
Equipment Distribution Program

Spring/Summer 2006

**Mission: To provide residents with access to the telecommunications network. And, to ensure residents receive quality and timely service.**

## Working Together to Serve You!

FTRI takes pride in the relationships it has established with a wide variety of agencies that provide services to those who are Deaf, Hard of Hearing and Speech-Impaired. Through these partnerships, FTRI clients have learned more about the services offered by partnering agencies, and FTRI has broadened its reach to potential clients.

We would like to take this opportunity to thank some of those agencies who partner with us throughout the state and share some information about their missions. These agencies are here to serve you, so we encourage you to take advantage of the diverse services they offer.

### STATEWIDE PARTNERSHIPS:

#### Florida Department of Elder Affairs (DOEA):

The Florida Department of Elder Affairs serves as the primary state agency responsible for administering federal and state human services programs for individuals age 60 and older. Its purpose is to help elders maintain self-sufficiency and self-determination. The department also works to combat ageism through increasing public awareness and understanding of the contributions and needs of elders. DOEA advocates on behalf of elders and serves as an information clearinghouse to communities preparing for the upsurge in older adults resulting from the aging of baby boomers and increased longevity. For more information, explore the Florida Department of Elder Affairs' Web site at <http://elderaffairs.state.fl.us> or call the statewide Elder Helpline at 1-800-96-ELDER (1-800-963-5337).

#### Florida Laryngectomee Association (FLA):

FLA's mission is to encourage and maintain the exchange of ideas for the learning and teaching of alternative methods of communication for both Laryngectomees and Speech & Language Professionals. They also help facilitate the formation and growth of local support groups as well as networking with students and healthcare professionals to inform them of laryngectomee's special needs.

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### About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information for your telephone equipment and the Florida Relay Services. This newsletter is mailed to all Relay Friendly Businesses, FTRI Community Partners and clients. Should you have a change of address or equipment needs, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

**FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)**

**Florida  
Telecommunications  
FTRI Relay, Inc.**

1820 E. Park Ave., Suite 101  
Tallahassee, FL 32301

<http://www.ftri.org>

Finally, FLA assists laryngectomees and their families with the many areas of life adjustment which occur after laryngectomy surgery. Their annual meeting includes a program of significant benefit to new, as well as veteran, laryngectomees and their caregivers, including individual speech evaluations. Limited financial grants are available to those not otherwise able to attend. For more information on FLA, explore their website at [www.f-l-a.org](http://www.f-l-a.org).

### **The Family Café:**

The Family Café, Inc., a statewide non-profit organization, was created to fulfill an unmet need in Florida: the need for information. The Family Café is proud to offer educational opportunities and information on meaningful topics for individuals with disabilities and their families, in a family-centered environment.

One of the Family Café's main services is their annual conference, where attendees are given an opportunity to network and collaborate with other families and state agency personnel to discuss their concerns, share best practices and gain a better overall understanding of how to utilize the service delivery system. With the assistance of their partnering agencies, individuals are able to attend the conference at no cost and apply for financial assistance in the form of lodging and mileage reimbursement. For more information, please visit their website at [www.familycafe.net](http://www.familycafe.net).

### **Florida Association of Speech-Language Pathologists and Audiologists (FLASHA):**

FLASHA works to meet the needs of all Speech-Language Pathologists and Audiologists in Florida. For over 40 years, FLASHA

has been the only organization in Florida working on behalf of both Speech-Language Pathologists and Audiologists in all work settings. Recognized as one of the most effective associations of its kind, FLASHA is an active monitor of legislative and administrative decisions that affect both professions and is dedicated to ensuring its members are armed with the best resources to provide the highest quality of care. Visit [www.flasha.org](http://www.flasha.org) for more information.

### **Florida Association for the Deaf (FAD):**

FAD is an organization that encourages Deaf, Deaf/Blind, Hard of Hearing, and Late Deafened Floridians to interact with each other as well as with the hearing community. FAD functions as the state organization to promote the well-being of each Deaf individual as well as support fully the affiliated clubs and Associations of the Deaf in Florida, in their efforts to bring about greater civic and social interaction of the Deaf, Hard of Hearing and Late Deafened community. For more info, please visit [www.fadcentral.org](http://www.fadcentral.org).

### **Florida Academy of Audiology (FLAA):**

FLAA is a professional organization dedicated to serve the needs and interests of Audiologists in the State of Florida and their patients. Their mission is to enhance the ability of their members to achieve career and practice objectives through professional development, education and research, and to increase public awareness of hearing disorders and audiological services. Explore [www.floridaaudiology.org](http://www.floridaaudiology.org) for more information.

### **Hearing Loss Association of Florida (Formerly Self Help for Hard of Hearing):**

Hearing Loss Association of America (HLAA) is the nation's largest membership and advocacy organization for people with hearing loss. Their mission is to open the world of communication to people with hearing loss through information, education, advocacy and support. They publish a bimonthly magazine, *Hearing Loss*, with articles specifically for people with hearing loss. HLAA also hosts an annual convention complete with an exhibit hall, workshops about hearing loss, and a research symposium showcasing the latest findings related to hearing health. For more information on Florida chapters, visit [www.hearingloss.org](http://www.hearingloss.org)

### **Vocational Rehabilitation (VR):**

Voc. Rehab. is an employment program assisting individuals with disabilities, including Floridians with the most severe disabilities, to pursue meaningful careers commensurate with their abilities and capabilities. Its programs include Deaf and Hard of Hearing Services, Independent Living Program, Migrant and Seasonal Farmworker Program, Bureau of Rehabilitation and Reemployment Services for Injured Workers, Adults with Disabilities Grant Program, and the Florida Alliance for Assistive Services Technology (FAAST).

### **Department of Highway Safety and Motor Vehicles (DHSMV):**

The DHSMV mission is making highways safe through service, education, and enforcement. Their 4,500 members accomplish this mission by serving more than 14 million licensed drivers, 16 million vehicle and vessel operators, and 60

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million Florida visitors each year. For more information on DHSMV, visit [www.hsmv.state.fl.us](http://www.hsmv.state.fl.us).

### Alzheimer's Rural Care Healthline (ARCH)

The ARCH program helps people caring for loved ones with Alzheimer's disease and other forms of dementia increase their caregiving skills and emotional well-being.

The telephone skills-building and support program consists of 12-weekly sessions, including sessions on relaxation, developing problem solving skills, stress management and achieving personal caregiving goals. Please call ARCH toll-free at 1-866-778-2724 for more information on how to receive these services.

In support of these relationships, FTRI will be attending these upcoming events. If you would like to speak with an FTRI representative face-to-face, please visit us at the following conferences.

#### **HLAA 2006 Convention** **'Fun in the Sun'**

June 29-July 2, 2006  
Disney's Coronado Springs Resort  
Orlando, FL

#### **8<sup>th</sup> Annual Family Café Conference**

June 2-4, 2006  
Caribe Royale Hotel  
Orlando, FL

#### **FAD Road Tour**

May 6, 2006—Miami  
September 9, 2006—Jax/St. Aug.  
October 7, 2006—West Palm Beach  
December 2, 2006—Pensacola  
January 13, 2007—Ft. Lauderdale  
February 3, 2007—Ft. Myers  
March 10, 2007—Gainesville/Ocala  
May 5, 2007—Cocoa Beach

#### **FLA Annual Conference**

Oct. 7-8, 2006  
Sheraton Studio City Hotel  
Orlando, FL

## For Your Information:

### Troubleshooting:

If you are experiencing problems with your FTRI telephone equipment, first disconnect the equipment from all power sources and remove all batteries. Then, plug in the electrical (AC) adapter and reinstall the backup batteries. If the telephone continues to malfunction, contact your local RDC, FTRI, or the equipment manufacturer for additional assistance.

#### Clarity

(800) 552-3368 (Voice)  
(800) 772-2889 (TTY)

#### Sonic Alert

(800) 566-3210 (Voice/TTY)

#### Ultratec

(800) 482-2424 (Voice/TTY)

#### CapTel

1-888-269-7477

### FTRI Telephones, Boxes, and Manuals

FTRI requests that you retain all telephone boxes and instruction manuals. Retaining this material will benefit you in the future if the equipment breaks and you need to return it or you need to refer back to the manual for additional information.

### New Clients

Please allow 4-6 weeks for delivery of equipment. All equipment is shipped directly from the manufacturer and requires a substantial amount of time to process and ship. Should you not receive the equipment after six weeks, please contact our Main Office in Tallahassee at 1-800-222-3448(V) or 1-888-447-5620(TTY).

### Quality Assurance:

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office.

In 2004-2005, approximately sixty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 25,287 questionnaires sent during last fiscal year, FTRI received 7,130 responses for a twenty-eight percent return rate. Ninety-six percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

FTRI has redesigned the QA card and has added a section designed for clients to share the program with their friends and family members who may benefit from FTRI services.

## Board of Directors

**Stan Greer**, *President*

**Tom McCabe**, *Vice President*

**Nancy Schnitzer**, *Treasurer*

**Cecil Bradley**

**Denise Collins**

**Mike Griffis**

**Demetria Watts**

**Doc Horton**, *Legal Counsel*

**James Forstall**, *Executive Director*

## Tina Gabbard Finds a Lifeline in FTRI Equipment

On Sept. 9, 2003, Tina Gabbard and three of her four children were in a catastrophic car accident. Tina and her children were rushed to the hospital. Fortunately, the children sustained minor injuries and were released from the hospital within a few days.

Tina, however, was not so lucky. She had severed her spine at the C/6 vertebrae. Her skull was bolted into a halo, and her family was told there was very little hope for her. The doctors said that if she did survive, she would probably spend the rest of her life in a nursing home.

Tina was in the hospital for less than two months before she was released to a nursing home. Her surgeons had done an excellent job. She could move her shoulders, eat on her own, and even turn her head—all things the doctors had originally predicted would be impossible. Tina then spent 4 months in a nursing home while the Florida Brain and Spinal Cord Injury Program assisted her parents financially and emotionally in making sure they could meet her needs and bring her home as quickly as possible. Tina's family and friends stayed with her throughout these months, never even leaving her side during the evenings. Finally after months of recovery, Tina was ready to go home. She was brought to her parents house where they had added on an apartment for her and installed both an elevator and handicapped equipped showers.

One afternoon Tina had just come upstairs, and happened to see the FTRI commercial on the television. She called for her mother to write down the 800 number. Several days later they called the main office in Tallahassee and spoke with Myrtle Hoffman. "Myrtle

was so compassionate and immediately got the ball rolling," said Tina's mother. Due to Tina's injury, the surgeries that followed, and muscle deterioration, Tina was unable to project her voice. This Speech Impairment qualified her for a specialized telephone from FTRI.



In the past, Tina's parents had bought her several different speaker phones in an attempt to help her use the phone hands free. However, her voice projection was too low and the speaker phones could not pick up her soft voice. Myrtle was able to find the perfect phone for Tina. The RC 200 is a speaker phone that is voice activated, uses a remote control (that Tina could wear around her neck) to scan and dial stored phone numbers, and has ear phones and a headset to speak privately when needed. FTRI's equipment made it possible for Tina to make and receive calls, and more importantly to stay connected with her children.

Tina will remain a quadriplegic, but this doesn't stop her from being a wonderful mother who is grateful to be alive and watch her children grow. She feels so blessed. She is especially grateful for the FTRI commercial. Although she has not seen the commercial since, she considers that to be just one of the many miracles she has experienced over the last two years. FTRI staff has kept up with Tina through emails and phone calls, and feels honored to have been a part of helping her to continue to achieve her freedom and independence.

### Telecommunication Connection



#### Toll-free Access Numbers

**Dial 711 to use the Relay anywhere or continue using**

**1-800-955-8770 (Voice) • 1-800-955-8771 (TTY)**  
**1-877-955-8260 (VCO) • 1-877-955-5334 (STS)**  
**1-800-955-1339 (ASCII) • 1-877-955-8773 (Spanish)**  
**1-877-955-8707 (French Creole) 8–2 a.m. daily**

#### Relay Customer Service

**1-800-676-3777 (English)**  
**1-800-676-4290 (Spanish)**

### Florida Public Service Commission (FPSC)

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

**TO CALL THE FPSC**, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

#### IF WRITING

mail to:  
 FPSC, 2540 Shumard Oak Blvd., Tallahassee, FL 32399  
 Fax: 1-800-511-0809  
 FPSC home page: [www.psc.state.fl.us](http://www.psc.state.fl.us)  
 Or you can email the FPSC at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

# OUTREACH

## Partners in Action . . .

### New BPP Partners from February 1-November 1, 2005

- Alachua**
- Arbor Apartments
  - Bridelight Apartments
  - Contemporary Management Concepts
  - Fox Hollow Apartments
  - Haile Village Apartments
  - Hunters Crossing Apartments
  - Hunters Ridge Apartments
  - Huntington Lakes Apartments
  - Intermed Biomedical Services, Inc.
  - Intermed Ultrasound Services, Inc.
  - Intermed X-Ray, Inc.
  - Lake Crossing Apartments
  - Lakewood Villas
  - Spyglass Apartments
  - Suwannee River Area Health Education Center
  - The Gatherings
  - The Grand Reserve Apartments
  - The Lynx at Haile
  - Valencia Lane Apartments
  - Woodlands Villas
  - Altamonte Springs
  - Mederi Home Health
  - Merrill Gardens at Lake Orienta
  - Real Estate Consulting Group
  - Vista Community Association Mgmt
- Apopka**
- Diamond Home Funding
  - The Hills of Apopka, Inc.
- Archer**
- Alachua County Library District - Archer Branch
- Bartow**
- Mid Florida Marine
- Belleair Bluffs**
- Beans About Cooking
- Beverly Hills**
- Sports and Orthopedic Rehab Services, Inc.
- Biscayne Park**
- Cover the Uninsured Week 2005
- Boca Raton**
- BeautiControl
  - Legacy Training Group
  - Miracle Ear-Sears Town Center Mall
  - Neuro-Audiological Associates of Boca Raton, Inc.
  - Regions Mortgage
  - The Beacon Group, Inc.
- Boynton Beach**
- Hibiscus Travel
  - Miracle Ear-Sears Boynton Beach Mall
  - South Florida Vision Centers
  - United Way of Palm Beach County
- Bradenton**
- Bradenton Insurance
  - Carlton Creations
  - Children's Memorial Gardens
  - Division of Blind Services
  - Healthy Start-East Manatee Health Center
  - Casa-Di-Pizza
  - Gulf Coast Hearing Aid Center (Audibel)
- Brandon**
- Jontilly Place
  - Palm Coast Construction Services, Inc.
  - Sonus- Hearing Care Professionals
- Bronson**
- One Stop Workforce Connection
- Brooksville**
- Hernando County Tax Collector
  - Hernando Healthcare
  - Hernando Pasco Hospice
  - HPH Homecare
  - Tree Care by Robert Miller, Inc.
- Bushnell**
- Sumter County Veterans Service-Bushnell
- Cantonment**
- Almost Home Ministries
  - Ann E. McGraw
  - Cantonment Center-Congregate Meal site
- Cape Coral**
- 4 J's Plumbing, Inc.
  - Audibel
  - Belton Hearing Care Centers
- Carlyle & Associates, Inc.
  - Cordia Commons at Westbay
  - Gulf Coast Village
- Cassleberry**
- Christian Help
  - Century
- Byrnesville**
- Community Center-Congregate Meal Site
  - Century Senior Center-congregate meal site
- Clearwater**
- Beans About Cooking
  - Clearwater Homeless Intervention Project
  - Diamond Home Funding
  - Emerald Gardens Clearwater
  - Family Network on Disabilities of Florida, Inc.
  - Highland Terrace
  - Humana
  - JPC Communications Department
  - MacFarlane, Ferguson and McMullen
  - Pinellas County Sheriff's Office
  - Rehab Therapy Works
  - St. John's Hearing Institute
  - Staack, Simms & Hernandez, P.A.
  - The Oaks of Clearwater
- Clermont**
- Audibel Hearing & Audiology
  - Lake County Farm Bureau
  - Special Olympics Florida
  - Coconut Creek
  - Senior Summer School
  - Thelma Gibson Health Initiative
- Coral Springs**
- Coral Springs Physicians Associates
  - Creative Memories
  - Deming's Carpet Cleaning Service
  - Henry Rozen, DMD, PA
  - Miracle Ear-Sears Coral Square Mall
  - N. Broward Family YMCA
  - Park Summit
  - YMCA Preschool
- Crawfordville**
- Curves
  - Lady's
- Crecent City**
- Diabetes Home Care
  - Reiter Insurance Agency, Inc.
- Crystal River**
- Bay Area A/C
  - Earlene's Day Care
  - One Stop Workforce Connection
  - Technatron, Inc
- Dade City**
- Community Aging & Retirement Services, (CARES)
  - Sonus- Hearing Care Professionals
  - Sunrise of Pasco, Inc. Sexual Assault Program
- Davie**
- Eddie's Collision Experts
  - McFatter Technical Center
  - South Florida Vision Centers
- Daytona Beach**
- Better Hearing Solutions
  - Daytona Beach Self Sufficiency Job Ctr
  - Volusia County Emergency Communication Center
  - Volusia County Sheriff's Office-Communications Section
- Deerfield Beach**
- Meadows Travel Club-Meadows of Crystal Lake
  - South Florida Vision Centers
  - Walton County Council on Aging
- Defuniak Springs**
- South Florida Vision Centers
- Delray Beach**
- Deltona**
- Deltona Fire Department
- Dunedin**
- Belton Hearing Care Center
  - Hale Senior Center
  - Mase Manor
- Elfers**
- Community Aging & Retirement Services, (CARES)
  - Hear Better
- Ellenton**
- Gulf Coast Hearing Aid Center (Audibel)
- Esterio**
- Ernest Piscitello
- Fern Park**
- Capitol Computer and Software, Inc.
- Fort Lauderdale**
- Barkley Insurance Agency, Inc.
  - Better Hearing-World of Sounds
  - Bodor Building & Remodeling, Inc.
  - Dixon Alexandre
  - Eppy Financial Group, Inc.
  - Healthsouth Outpatient Rehab & The Bridge
  - Hearing Center of Broward, Inc.
  - Mary Kay
  - North Broward Hospital District 7th Avenue Family Health Center
  - Personal Touch Salon Management
  - South Florida Vision Centers
- Fort Myers**
- Belton Hearing Aid Center
  - Books Are Fun, LTD
  - Calalano's Nurse's Registry
  - Calusa Harbor
  - Early Steps
  - Ear-Tronics
  - Grant Eyeglasses and Hearing Center
  - Healthy Start of SW FL
  - Hibernian Private School
  - Kelly Services
  - Lee County Parks and Recreation
  - Miracle-Ear (Sears-Edison Mall)
  - Southwest Florida Regional Medical Center
  - SW Florida Regional Medical Center/Gulf Coast Hospital
  - The Palms of Fort Myers Retirement Community
  - Tropical Hearing Center
  - Greater Fort Myers Rose Society
- Fort Myers Beach**
- Southwest Florida Marine Institute
- Fort Pierce**
- Council on Aging of St. Lucie, Inc.
  - First National Bank and Trust Co.
  - St. Lucie County Schools-Student Services
- Fruitland Park**
- Recovery Home Care
- Gainesville**
- 400 Building
  - Alachua County Council of the Blind
  - Alachua County Library District - Headquarters Library
  - Alachua County Library District - Millhopper Branch
  - Alachua County Library District - Tower Road Branch
  - Best Western Gateway Grand
  - Best Western Gateway Grand - Cross Creek Cafe
  - Center For Autism & Related Disabilities
  - Cheshire Construction
  - City of Gainesville Police Department
  - Cornfort Keepers
  - DBS
  - Dignity Project
  - Division of Blind Services
  - Elder Care of Alachua County
  - Elmwood
  - Floral Expressions Florist
  - Frame Factory
  - Gainesville Housing Authority
  - Gator Custom Mobility
  - Gentle Dental Care
  - Healing Hands Health & Wellness Center
  - James Harmon Insurance Agency, Inc.
  - Law Office of Rush and Glassman
  - M.V. Transportation
  - Mid-Florida Area Agency on Aging, Inc.
  - North Florida Medical Sales of Gainesville
  - Oak Park
  - Primerica Financial Services
  - South East Instruments Corporation
  - Suburban Cleaner
  - Sunshine Park
  - The Oaks Apartments
  - Venture Realty of N. FL, Inc.
- Gulf Breeze**
- Gulf Breeze News
  - Pensacola Pelicans
- Gulfport**
- Wishing Well Retirement Inn
  - Reef Dog Gifts & Grooming, Inc.
  - Sea Breeze Manor Bed & Breakfast Inn
- Hawthorne**
- Alachua County Library District - Hawthorne Branch
- Hialeah**
- Dr. Stern's Visual Health Center (Hialeah Office)
  - Mimmac Ministry
  - Orozco Realty, Inc.
  - South Florida Vision Centers
- Hialeah Gardens**
- South Florida Vision Centers
- High Springs**
- Alachua County Library District - High Springs Branch
  - Red's Old Fashioned Telephone Service, Inc.
- Hobe Sound**
- Auditory - Verbal Center
  - First National Bank and Trust Co.
  - Sea Wind Elementary
- Holiday**
- Holiday Florist
- Hollywood**
- Miracle Ear
  - SCORE #235
- Hudson**
- American Red Cross
  - Bayonet Point Oxygen & Medical Supplies
  - Beacon Woods Florist
  - Bethlehem Housing
  - Community Aging & Retirement Services, (CARES)
  - Curves
  - Dex Imaging, Inc.
  - Embry & Sons, Inc.
  - Jackson Hewitt Tax Service
  - Nancy O'Leary, LMT
  - Singer Janome & Brother Sewing Center
  - Windsor Woods
- Indiantown**
- Indiantown Middle School
  - Warfield Elementary School
- Inverness**
- Board of County Commissioners Cridland & Cridland PA-GMAC Real Estate
  - One Stop Workforce Connection Withlacoochee
  - Rhonda Portwood
  - Sports and Orthopedic Rehab Services, Inc.
- Jacksonville**
- ASL Associates
  - Community Rehabilitation Center, Inc.
  - Diamond Home Funding
  - Family Traditions Produce
  - Guardian Pharmacy of Jacksonville, LLC
  - Hope Haven Children's Clinic & Family Center
  - It's A Small World II, Inc.
  - NE FL Endocrine & Diabetes Associates, PA
  - On-Call Staffing
  - Visiting Physician Association

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## Business Owners...

### Don't Hang Up! Do Business!

Become a Relay Friendly "business partner" today at no cost to your business or organization! FTRI will provide you a "Relay Friendly" training kit to train your employees to handle a Florida Relay call in as little as eight minutes and potentially increase your customer base by 1.6 million! In turn, you will be listed on FTRI's website and receive a Florida Relay decal and certificate to hang on the door or window of your business to let your customers know that you are a Relay Friendly business.

We encourage all Relay users to let FTRI know the businesses in your community that you frequent or businesses you would like to communicate with through the Florida Relay service, so that we can contact them about becoming business partners.

<http://www.ftri.org>

## At No Charge ...

- Carrington Madison Mead P.A.
- Gilliom Audiology, P.A.
- Jensen Beach**
  - Duncan Hearing Center
  - First National Bank and Trust Co.
  - Jensen Beach Elementary
  - Martin Memorial Pediatric Care
  - Martin Memorial Pediatric Therapy
  - Martin Memorial Wellness
  - Martin Memorial-Dr. Doshi
  - South Florida Vision Centers
- Juno Beach**
  - First National Bank and Trust Co.
- Jupiter**
  - Doggie Daycare
  - First National Bank and Trust Co.
  - Prima Properties
  - Tim Gift Shop
- Kissimmee**
  - Kissimmee Self Sufficiency Job Center Physician's Choice Home Health Services
  - W.R. Inspection Service Inc.
- Lady Lake**
  - Beltone
  - Moussette Chiropractic
  - Saunders Prosthetics & Orthotics
  - Sumter County Veterans Service Office-Villages
- Lake City**
  - Hearing Solutions, Inc.
- Lakeland**
  - ABC Coffee, Inc.
  - Barrow and Powers Financial Services
  - Central Florida Deaf Services
  - Central Florida Physicians Alliance
  - Citrus Connection
  - City of Lakeland Cleveland Heights Golf Course
  - Creative Memories
  - Dixieland Elementary
  - Drug Prevention Resource Center
  - Fran's House Cleaning
  - Lakeland High School
  - Lawn Escape
  - Little Shepherds Preschool
  - Morgan Electric Company, LLC
  - Park Club of Oakbridge
  - Polk County Schools
  - Southern Living - Homes
  - The ACE Charter School
  - The Best School
  - The Manor & The Villa of Capenters
  - United Way of Central Florida
  - Vision Plumbing & Mechanical
  - Douglas Screen Printers, Inc.
- Land O' Lakes**
  - Elderly Nutrition Division
- Lantana**
  - South Florida Vision Centers
- Largo**
  - AMSEM-1, Inc.
  - Audibel
  - B & B Printing
  - Beltone Hearing Care Center
  - Blossom Montessori School for the Deaf
  - Caring & Sharing Center for Independent Living
  - Comfort Medical, Inc.
  - DCF-Adult Protective Services
  - MagnetsByAla
  - Wellcare
- Lauderdale Lakes**
  - St. Joseph Towers
- Lauderhill**
  - Workforce One
- Lecanto**
  - Great Florida Insurance
  - Interim Healthcare
  - Paradise Custom Orthotics
  - Toner Patrol
  - United Way of Citrus County
- Leesburg**
  - Audibel Hearing Center
  - Central Florida Hear Care
  - Charles Townsend Corporation
  - Contours Express of Leesburg
  - Florida Health Savings
  - Lake Arthritis Center
  - Lake Regional Urgent Care
  - Michele LaFever, LMT
- Lehigh Acres**
  - Legacy at Lehigh
- Lighthouse Point**
  - Avid Auto Sports
  - Balistreri Realty, Inc.
  - Beacon Light Barber & Salon
  - City of Lighthouse Point
  - Coldwell Banker Residential Real Estate, Inc.
  - First American Title
  - Hearing Center of Broward, Inc.
  - Lighthouse Point Chamber of Commerce
  - Lighthouse Point Florals
  - Lighthouse Point Police Department
  - Mail Boxes, Etc.
  - McNamara Chiropractic Center
  - Michele Greene Insurance Agency, Inc.
  - Milbern's Shaver & Clipper Center
  - Point Marine
  - Sheehan Autoplex
  - Sheehan GMC
  - Sheehan Pontiac
  - Sheehan Saab
  - Wachovia Securities Financial Network
  - Worden's World of Arts & Crafts
- Live Oak**
  - Hearing Solutions, Inc.
- Longwood**
  - Life Care of Florida
- Macclenny**
  - Pineview Chevrolet, Inc.
- Margate**
  - Toastmasters Achievers Club 2903
  - A Good Daughter, Inc.
  - City County Credit Union
  - Hearing Center of Broward, Inc.
  - M H Martin Educational Therapy
  - South Florida Vision Centers
- Melbourne**
  - Melbourne Self Sufficiency Job Center
  - National Hearing Center, Inc.
  - Personal Hearing Solutions
  - Volk Law Offices, P.A.
  - Wealth Strategists, Inc.
- Merritt Island**
  - Personal Hearing Solutions
- Miami**
  - Abilities of Florida
  - ADT Security Systems, Inc.
  - Alpha-1 Foundation
  - Barbie's Craft and More...
  - Brownsville Neighborhood Civic Association
  - CAC Florida Medical Center
  - Care Service of Florida
  - CCDH
  - Center For Bilingual Speech & Language Disorders
  - Center for Independent Living of South Florida
  - Cheo Auto Collision
  - City Of Miami (Risk Management Department)
  - City of Miami Parks Department
  - City of South Miami
  - Dolphin Human Therapy
  - Dr. Stern's Visual Center
  - Dr. Stern's Visual Health Center (South Miami)
  - Dr. Stern's Visual Health Center (Town & Country Office)
  - East Ridge Retirement Village
  - Esco II Realty, Inc.
  - Felix J. Gonzalez, M.D.
  - Florida Alliance for Assistive Services and Technology
  - Green Cross Health Care, Inc.
  - HBA Insurance Group, Inc
  - Healthsun Healthplans, Inc.
  - Hearing & Speech Center of Florida
  - Human Services Coalition of Dade County, Inc
  - International Deaf & Hearing Impaired Destiny
  - Jack Orr Senior Center
  - JESCA/MPCE
  - Joseph A. Glick P. A.
  - MAC Town, Inc.
  - MCCI Humana
  - Miami Dade Police
  - Opportunity Health Services
  - Palace Café & Dairy
  - Palmer House
  - Physiotherapy Associates
  - Pines Nursery Home
  - Psych Care
- Minneola**
  - AAA Meal Site- American Legion Post
  - AAA Meal Site- Christ United Methodist Church
  - AAA Meal Site- Chumuckla Community Center
  - AAA Meal Site- E.H. Pullum Senior Center
  - AAA Meal Site- First Baptist Church of Harold
  - AAA Meal Site- First United Methodist Church
  - AAA Meal Site- Pleasant Hill Baptist Church
  - AAA Meal Site-Jay Community Center
  - City of Milton Fire Department
  - Liberty Tax Service
  - Northwest Florida Area Agency on Aging-Santa Rosa County
  - The Handyman
- Minneapolis**
  - City Electric Supply Company
  - City of Minneola
- Mongate**
  - Landing Financial Group
- Mount Dora**
  - Mortgage Financial Group
  - National Deaf Academy
  - National Hearing Centers
- N. Fort Myers**
  - Bill Marron & Assoc. Real Estate, Inc.
  - Goodwill Industries of SW Florida
- Naples**
  - Gulfshore Insurance, Inc.
  - Parkinson's Association of SW Florida
- Naranja**
  - Estrella Community Adult Center, Inc.
- New Port Richey**
  - A Touch of The Tropics
  - Absolute Custom Blinds
  - Aging Assistance, Inc.
  - Alzheimer's Family Organization
  - American Family & Cosmetic Dentistry
  - American Medical Response
  - Beef O'Brady's
  - Captain Rodney Ristav, Inc.
  - Captured Moments
  - Community Aging & Retirement Services, (CARES)
  - Curves
  - Gay and Ehrhardt, PA
  - Grandma's Candy Kitchen
  - Gulf Harbors
  - Heavenly Hands
  - Independent Beauty Consultant
  - Jackson Hewitt Tax Service
  - Jeff Stucco New Port Richey
  - Law Offices of J.T. Altman
  - Lifespan Services
  - Mary Kay Consultant
  - Mov-N-On Hair Design
  - New Port Inn
  - Pro Touch New Port Richey
  - Queen Nails
  - Raymond Stucco
  - Satellite Pharmacy
  - Sea of Learning Preschool & Child Care
  - Sertoma Speech and Hearing Foundation
  - St. John's Hearing Institute
- Orlando**
  - American Express Financial
  - Baldwin Fairchild Cemeteries
  - Brio Tuscan Grille
  - Central Florida Auto Brokers
  - Diamond Exchange
  - Down Syndrome Association of Central Florida
  - Foster Grandparent Program of Central Florida
  - Goodwill Industries of Central Florida
  - Kidz R 4 Uz
  - Life Line of Christ
  - MV Transportation
  - Orlando Day Nursery Association
  - Orlando Self Sufficiency Job Center
  - Senior Education Foundation
  - The AWETism Shoppe
  - Wellcare
  - WKMG / TV 6
- Ormond Beach**
  - Ormond Beach Police Department
- Pace**
  - Aurora Open MRI
  - Pace Assembly of God
- Palm Bay**
  - Whittaker Group Realty, Inc.
- Palm Beach Gardens**
  - Comiter, Singer & Baseman, LLP
  - First National Bank and Trust Co.
  - Miracle Ear-Sears Palm Beach Gardens Mall
- Palm City**
  - First National Bank and Trust Co.
  - Hidden Oaks Middle School
- Palm Harbor**
  - Advanced Diabetic Shoes, Inc.
  - Bella Soprano's
  - BNW Roofing, Inc.
  - Coral Oaks
  - Flagship Sailing, Inc.
  - Kathleen Hall Photography
  - Migun of Palm Harbor
- Pembroke Pines**
  - Alexander Niningner State Veteran's Nursing Home
  - Century Village Medical Center
  - HiTech Hearing, Inc.
  - Miracle Ear-Pembroke Pines
  - Sole-lution's Footwear
  - South Florida Urology Center, Inc.
  - South Florida Vision Centers
- Pensacola**
  - Action Labor
  - Albertsons
  - Alpine Adult Care Center
  - American Heart Association
  - Baptist Speech & Hearing Clinic
  - Boys & Girls Club of Escambia, Inc.
  - Brownsville Assembly of God
  - Cobb Center-congregate meal site
  - Council on Aging congregate meal site-Bayview Senior Center
  - Ensley Church of the Nazarene
  - Felix Miga Senior Citizens Center-congregate meal site
  - First Call for Help
  - Fitness 1 on 1
  - Good Time Tours
  - GULF1
  - Hillcrest Baptist Church
  - Independence for the Blind of West Florida
  - Lara Enterprises
  - Myrtle Grove Baptist Church
  - Northwest Florida Area Agency on Aging-Escambia County
  - Pensacola Opera
  - Pensacola Retirement Village-congregate meal site
  - Phoenix Coatings
  - Ronald McDonald House
  - Saltmarsh, Cleaveland & Gund
  - The Surgery Group, PA
  - Time Savers of Pensacola, Inc.
  - Tyra Lorie, DMD
  - Warrington United Methodist Church-congregate meal site
  - Wesley Scott Place-congregate meal site
- Perrine**
  - Perrine Senior Center
  - Pinellas Park
  - Broderick and Associates, Inc.
- Plant City**
  - Brewer's Bridgeway
- Plantation**
  - Barry M. Montag, DDS
  - Long Term Care Consulting
  - Patient Resources Company
  - The Weight Manager
  - Millennium Detailing
  - Miracle Ear-Sears Broward Mall
  - West Broward Care Center
- Pompano Beach**
  - Access-Ability, Inc.
  - Accessibility Assistance, Inc.
  - Ace Lighting
  - Ahearn Jasco & Company
  - American HVAC-R Services
  - Broward Children's Center
  - Broward Medical Supply
  - Craig Depodesta, DO, PA
  - Daniel E. Oates, PA
  - David Stewart, Inc.
  - David's Pharmacy & Surgical
  - Michael A. Scott, DDS, PA
  - Miracle Ear-Sears Pompano Citi Center
  - Mortgage Biz of Florida
  - OK Tire Stores
  - Our Lady of Mercy Catholic Church
  - Pearle Vision
  - Sheehan Preowned Supercenter
  - South Florida Vision Centers
  - Unlimited Healthcare
- Ponce Inlet**

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## From the Office

### Message from the Executive Director



During fiscal year 2004 / 2005, FTRI served 39,296 new clients with the total number of services provided being 65,546. New clients have increased over the previous year 19.18%, and the total amount of equipment distributed was 76,197.

Since FTRI's inception, over 330,000 Floridians have received a specialized telephone. Maintenance services remain a vital part of the overall services provided by FTRI.

Outreach continues to play a major role creating awareness statewide. During FY 2004 / 2005, FTRI, in conjunction with the Regional Distribution Centers (RDCs), conducted 2,286 outreach activities all over the state. This averages to 190.5 outreach activities per month, up from 100 per month the prior year.

FTRI continues to benefit from its contractual relationship with the RDCs throughout the state. Some of these RDCs are known as Deaf Service Centers, Centers for Independent Living, or Speech & Hearing Centers. Our contractual relationship is for specific services related directly to the specialized equipment program and is separate from any other services provided by these agencies. We welcome any feedback from you regarding FTRI services received from these agencies. A listing of the RDCs and their phone numbers is in the adjacent column.

Florida businesses continue to sign-up as partners through the Florida Relay outreach campaign with more than 1,000 new businesses participating this year. Information about both Florida Relay and FTRI Equipment Distribution Program (EDP) has been made available to over 62,450 employees. Check out the FTRI website for a listing of all its partners at <http://www.ftri.org/outreach/indexcfm?fuseaction=OutreachPartners>.

Equally important, FTRI developed unique partnerships with numerous organizations and state agencies who assisted with promoting FTRI program services as a "value added" service to their particular program. Partnerships such as these prove to be a winning situation for everyone.



I was proud to celebrate my 10<sup>th</sup> anniversary as Executive Director of FTRI in November of 2005. I look forward to serving Florida's residents for many more years to come. Thank you for your continued support and feedback.

—James Forstall

## RDC Provider List

AGENCY	TELEPHONE NUMBERS
Bradenton	941-758-2539 (V/TTY)
Cocoa Beach	321-784-2010 (V) 321-784-8777 (TTY)
Crystal River	800-801-0416 (V) 352-795-7243 (TTY)
Daytona Beach	386-257-1700 (V) 386-257-3600 (TTY)
Fort Myers	239-461-0334 (V) 239-461-0438 (TTY)
Gainesville	352-378-7474 (V) 352-372-3443 (TTY)
Jacksonville	888-427-4313 (V) 904-398-6322 (TTY)
Lakeland	863-686-3189 (V/TTY)
Leesburg	352-323-0757 (V) 352-323-9106 (TTY)
Miami	305-560-2866 (V/TTY)
Oakland Park	954-731-7200 (V/TTY)
Pensacola	850-433-7128 (V/TTY)
Port Charlotte	888-878-8477 (V) 941-743-9286 (TTY)
Port Richey	727-853-1010 (V) 727-853-1014 (TTY)
Port St. Lucie	772-335-5546 (V) 772-335-9966 (TTY)
Seminole	727-399-9983 (V) 727-399-9422 (TTY)
Tallahassee	800-222-3448 (V) 888-447-5620 (TTY)
Tamarac	954-722-6400 (V) 954-722-8353 (TTY)
West Palm Beach	561-802-3353 (V/TTY)
Winter Park	407-623-1070 (V) 407-623-1185 (TTY)

Anyone wishing to receive, exchange or return equipment may visit one of these agencies listed above or simply call the FTRI office at 800-222-3448 (V) or 888-447-5620 (TTY) and we will gladly assist you. You can also receive equipment training through these agencies.

If you reside in or near the Tallahassee area you may visit the FTRI Main office located at 1820 E. Park Avenue, Suite 101, Monday – Friday, from 8:30 a.m. to 5:00 p.m. or visit us on our website at [www.ftri.org](http://www.ftri.org).

